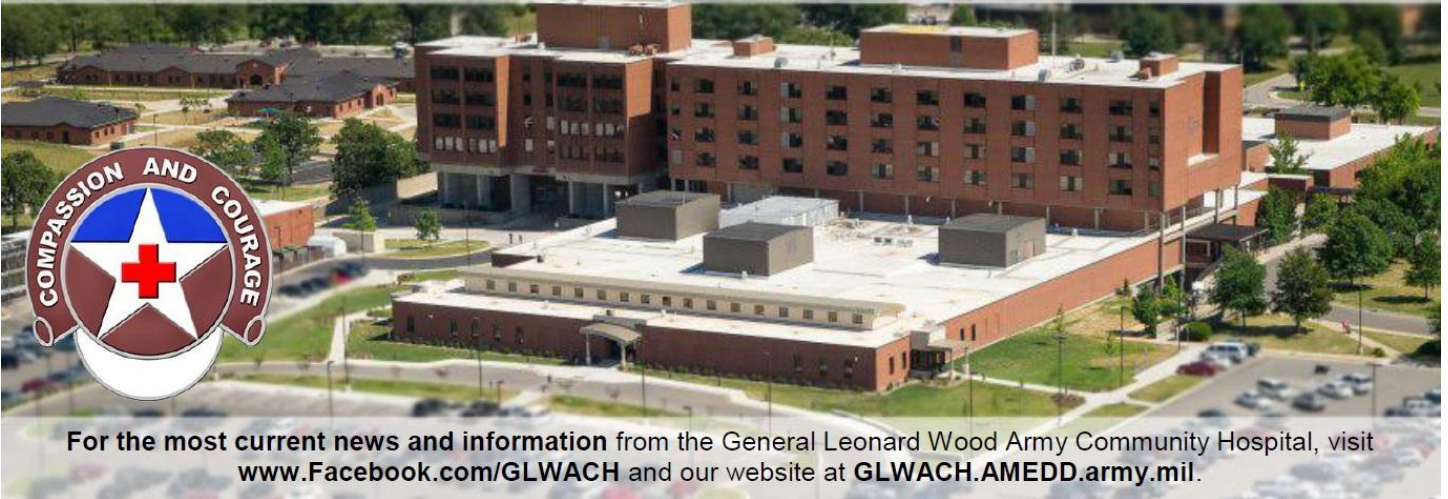


General Leonard Wood Army Community Hospital Marketing Specialist, John D. Brooks 596-9632



For the most current news and information from the General Leonard Wood Army Community Hospital, visit www.Facebook.com/GLWACH and our website at GLWACH.AMEDD.army.mil.

A softer system of Customer Service

By John D. Brooks, General Leonard Wood Army Community Hospital

Communication is hard, so the Army Medical Command is softening things up to meet today's challenges and focus priorities.

Army Medicine's new "system of health" is an overhaul of the old Army "health care" system. It provides new system components for more effective communications.

This new Patient-Centered Medical Home "system of health" takes extensive advantage of unique communications opportunities between patients and staff.

PCMH is team-based. The system facilitates and encourages opportunities for communication between team members. The provider, nurses, nursing assistants, pharmacists, behavior health personnel, administrative personnel, and the patient, all work together to meet the patient's needs.

"The team, working together and communicating, helps patients get complete care," said Col. Elizabeth Hersch, deputy commander for clinical services at General Leonard Wood Army Community Hospital.

"Communication is completely central to customer service," said Hersch.

"What I've found, when there have been concerns that have been raised to me, is that it's been about communication," said Hersch. "And so, through communication, Army Medicine has definitely improved its customer service."

PCMH provides improved communications through technology.

Patients and their PCMH team members can reach out to each other through the Internet using a secure messaging system.

"You can talk to your whole team online to ask questions, schedule appointments, get your refills," said Hersch.

"Today's new PCMH system of health is really focused on the patient, what the patient needs and wants, and what education we can give them," said Hersch. "Today it's one-stop shopping, as opposed to having to make separate appointments for different problems in the past."

Patient-centered, team-based medicine focuses on customer service.

"It's a warm handoff," said Hersch.

Patients are customers. They lead the charge in their own healthcare. And the PCMH patient-centered, team-based system allows both patient and staff to initiate and complete the circle of communication in new and effective ways.

“PCMH allows our staff, many of whom are former or retired military, or are health care team members, who care deeply about our military and their families, to reach out in a more friendly and familiar way,” said Hersch.

“Staff members can now care for those they serve in more personal ways. Helping and guiding patients. This is how staff members originally imagined themselves performing the duties in their particular field of health care,” said Hersch.

“Whether you’re a patient or a staff member, PCMH encourages team interaction,” said Hersch. “Good customer service is all about the communication.”

(Editor’s note: John D. Brooks is a Marketing Specialist and Public Affairs Officer at the General Leonard Wood Army Community Hospital)

Insomnia

By Barbara Welch, General Leonard Wood Army Community Hospital

Is this as good as my sleep is ever going to be?

This is a question many Americans are asking.

Nowadays, millions of Americans suffer from insomnia.

According to the National Center for Sleep Disorders Research at the National Institutes of Health, 30 to 40 percent of adults say they have experienced some symptoms of insomnia within a given year, and about 10 to 15 percent say they have chronic insomnia.

Among active duty military who deal with deployments, shift changes on the job, field assignments, being a Drill, etc., that percentage goes up.

In a recent Madigan Healthcare System study, more than 58 percent of the participating active duty Soldiers in the study were identified with symptoms of insomnia.

Insomnia, which is Latin for "no sleep," is the inability to fall asleep or remain asleep.

“Insomnia” is a term also used to describe the condition of waking up not feeling restored or refreshed.

The lack of a good night’s sleep may lead to elevated blood pressure and pulse, increased cortisol and adrenaline production, impaired memory, increased irritability, impaired judgment, increased pain and negative impact on meeting mission goals.

Therefore, getting sleep back on track needs to be a vital personal health goal.

First, it is important to understand some of the factors that may lead to insomnia.

Such factors may include:

- arousal level at bed time
- feeling wired but tired
- worry
- a bedmate who has sleep problems
- pets that disturb sleep

Poor sleep hygiene may include:

- excessive time spent awake in bed
- irregular sleep schedule
- napping
- feeling pressured to go to sleep
- worry over sleep loss
- unrealistic expectations about sleep

Insomnia can even be a symptom of other medical problems such as depression, anxiety, pain or substance abuse.

There are a few things to keep in mind for a good night's sleep--the way it use to be when you were younger.

Sleep only as much as needed to feel refreshed the following day.

Sleep experts say that most healthy adults require 7 to 8 hours of sleep each night. In the early 1900's, adults averaged 9 hours of sleep per night.

If you are a person who functions well with 6 to 7 hours of sound sleep, make sure your schedule allows for that. If you need 8 to 9 hours of sleep to feel refreshed, plan for that amount. You, your co-workers and your family will all benefit if you get enough sleep.

Maintain a regular sleep schedule. Wake up at the same time throughout the week, to include days off.

The weekend is when many make the fatal mistake of "catching up" on lost sleep. However, by doing so, come Sunday night there is no biological need to fall asleep after having achieved several extra hours of sleep over the weekend.

So, what happens then? The cycle restarts by with only a few hours of sleep before Monday morning, and another week begins with a continued need for more sleep.

Your bedroom setup is another important factor to consider. It should be comfortable and free of light and noise. Most people also sleep best in a cool room.

Do not watch TV in bed or use other electronics. Don't use bedtime for future planning or reviewing the past.

Only one thing should be going on at bedtime. If you're not having sex, you should be sound asleep or at least in the light beginning stages of falling asleep.

Don't go to bed until you are sleepy. There is a difference between feeling tired and feeling sleepy. Becoming aware of that difference will improve your sleep.

We do well with routine. Develop a 30-minute pre-sleep routine with the lights turned down low. Having a routine tells the body to start preparing itself for sleep, and the reduced light aids in the production of sleep inducing chemicals in the body.

Regular exercise is essential for a good night's sleep but do not do strenuous exercise within three hours prior to bedtime.

Eating and drinking close to bedtime can interfere with sleep as well. But a light snack that contains calcium may help you fall asleep.

Avoid excessive liquids in the evening, especially alcohol which interferes with the deeper and restorative stages of sleep, leaving a feeling of not being well-rested the next morning.

There are a variety of other resources to aid in getting a good night sleep. Smart phone apps can aid in tracking sleep patterns and offer suggestions to improve sleep.

Books on insomnia can aid in obtaining more detailed information on how to get a good night's sleep.

General Leonard Wood Army Community Hospital's Primary Care Clinic will offer a one-hour class, each month, on improving sleep, starting in October, 2013.

To register for an upcoming class, call 596-1765.

(Editor's Note: Barbara Welch, ACSW, LCSW, is the internal behavioral health consultant in the Primary Care Clinic at General Leonard Wood Army Community Hospital)

Stress

By Barbara Welch, General Leonard Wood Army Community Hospital

Stress is a response to signals called "stressors" that your brain interprets as a call to prepare for action.

When this happens, adrenaline and stress hormones are released that activate your body and affect your actions, thoughts and emotions.

These actions, thoughts and emotions are also referred to as “fight or flight,” or “numbing out.”

Stress helps to protect you, but it can be unhealthy if it continues for a long time.

Too much stress can also interfere with your performance.

Stress-related physical changes include increased blood pressure and heart rate, rapid breathing, sweating, and stomach muscles contracting, causing “butterflies,” cramps, diarrhea, or constipation and/or muscle tension.

The long-term effects of chronic stress may potentially increase the risk for medical problems such as high blood pressure, heart disease, immune system suppression, increased risk for infectious diseases gastrointestinal disorders such as colitis, asthma, and/or mental health problems.

Sometimes we don’t have the luxury of avoiding stress-filled situations. In that case, it is very important to learn and use stress management techniques that will assist in building the body’s resilience to stress.

When you feel stressed, your breathing becomes fast and shallow and your muscles get tense.

Here are some quick stress reduction techniques that anyone can learn. You can interrupt the stress response by:

- slowing your breathing
- taking deep, slow breaths from your belly
- relaxing your muscles (e.g., by tensing and releasing muscles throughout your body)
- In combination with the body techniques of relaxation breathing and easing muscle tension, it is vital to add mental reframing

Everyone has a stream of private thoughts running through their minds. This is called self-talk. These thoughts reflect your beliefs and attitudes about the world, other people and yourself; and they could be adding to your stress.

To interrupt the automatic thought process, become more aware. Monitor your thoughts and self-talk and recognize that thoughts cause feelings and motivate behavior.

There is rarely a direct link between a stressful situation and your response. In fact it’s usually not the event or situation that leads to a stress reaction, but instead, it’s your interpretation of the event or situation that causes you to respond in various ways.

The General Leonard Wood Army Community Hospital Primary Care Clinic’s Internal Behavioral Health Consultant can assist you in tackling the behavioral components of these common medical issues related to stress.

Ask your Primary Care Manager for a referral, or simply schedule an appointment with the IBHC at the Family Practice front desk or by calling 596-1765.

(Editor’s Note: Barbara Welch, ACSW, LCSW, is the internal behavioral health consultant in the Primary Care Clinic at General Leonard Wood Army Community Hospital)

Are you Ready? September is National Preparedness Month

By Tim Mann, General Leonard Wood Army Community Hospital

Would you be ready if there were an emergency?

National Preparedness Month is a nationwide campaign to raise awareness of the importance of preparing for emergencies at home, at work, and in the community.

The focus is encouraging Soldiers, civilians and Families to take actions toward emergency preparedness.

Taking action helps people feel confident and competent to deal with emergencies and disasters when they occur, and people who know what to do are more able to help others.

Be prepared: assemble an emergency supply kit, make your emergency plans, stay informed, and get involved in helping your family, your department, and your community be ready for emergencies.

The challenge for preparedness is in maximizing awareness and encouraging participation in disaster preparedness activities that affect change at the community level.

The goal is to transform awareness into action by encouraging all staff to take specific actions to ensure that their homes, workplaces and communities are prepared for disasters and emergencies of all kinds.

During National Preparedness Month, General Leonard Wood Army Community Hospital is pushing information to its staff, so that they are able to take appropriate action in the event of emergencies and disasters.

We're ready to help.

What can you do to take actions and be prepared for emergencies and disasters?

Have an emergency kit

Individual preparedness is a critical starting point in community and family preparedness.

Individuals can take advantage of locally-offered first aid, Cardiopulmonary Resuscitation, and Automated External Defibrillator training.

Once trained in basic life saving and emergency response techniques, making a kit with the necessary items are critical.

To properly prepare for emergencies within their area, create one or more emergency kits that include the supplies you need to meet essential needs, such as food, clothing, cash and prescriptions or special medical items, for at least three days.

These kits should be reusable. Keeping a kit at home, in the car and at work enables faster response to an emergency.

Have a plan

You should make and practice individual and family emergency plans for the most likely incidents you could encounter within our area.

Everyone should consider the range of potential emergencies and locations that could be affected. Each emergency situation may necessitate a slightly--or vastly--different response.

Devise a communication plan that can be implemented in any situation, and when preparing for an emergency, plan for everyone in your family.

Be sure to plan special preparations for disabilities and special needs.

It is also recommended to include arrangements for your pets, should you need to evacuate.

Seek communication methods that will allow family members to remain in contact during an emergency. This will aid in reducing fear and confusion.

The plan should answer the question of what your family should do if separated when a disaster strikes.

Be Informed

It is important to stay informed of the most likely disasters that could strike your specific location, and the necessary responses to these disasters.

Learn about emergency plans for the installation, schools and workplaces.

Know your neighbors and their special situations, such as mobility or transportation limitations.

Being informed includes getting a weather alert radio that receives messages from the National Oceanic and Atmospheric Administration (NOAA).

Get Involved

Look into participating in community exercises and volunteering to support local first responders.

Contact your local Emergency Manager to learn more about activities, training and events to make communities safer, stronger and better prepared to respond to an emergency situation.

The strength of our staff comes, in large part, from the strength of their families.

Preparedness increases the resilience of the Army and supports our community. It mitigates the effects of an emergency, aids recovery, and is a time and resource multiplier for our emergency first responders and medical first receivers.

It's up to you. Prepare strong. Get an emergency supply kit with enough supplies for at least three days, make an emergency plan with your family, and be informed about what might happen.

Where to Find Additional Information

- Ready Army at www.ready.army.mil
- American Red Cross—www.redcross.org
- Department of Homeland Security (Ready.gov)—www.ready.gov
- Federal Emergency Management Agency (FEMA)—www.fema.gov
- Center for Disease Control (CDC)—www.bt.cdc.gov/preparedness/kit/disasters/

(Editor's note: Tim Mann is the hospital security manager at the General Leonard Wood Army Community Hospital)

Are your immunizations up to date?

By Bruce Russell, General Leonard Wood Army Community Hospital

Immunizations are one of the most significant public health achievements of the 20th century and have saved millions of lives throughout the world. Immunizations helped to eradicate smallpox worldwide and eliminate poliovirus in the United States. They have also drastically reduced the number of cases of measles, mumps, diphtheria, rubella and other serious diseases. However, despite all the efforts to vaccinate everyone, people in the United States still die every year from vaccine-preventable diseases.

It is important to understand that immunizations are an essential component of overall health and wellness. Timely and proper immunizations are a proactive, preventive healthcare measure that can provide continuous protection against vaccine-preventable diseases. Some of these diseases include: hepatitis A/B, diphtheria, tetanus, pertussis, polio, measles, mumps, rubella, meningitis, and influenza. Immunizations are required for all members of the Armed Forces and are tracked closely by medical personnel to ensure compliance, especially prior to deployment. Nevertheless, it is important for Service Members to make sure that their family members and loved ones are also vaccinated appropriately.

There are specific vaccinations for infants and toddlers, as well as new mothers. Did you know that the CDC recommends that all new mothers receive the pertussis (DTaP) immunization? Prior to entering and returning to school, certain vaccines are also required for school-age children, adolescents, and college students. As for our Retirees, the CDC recommends the pneumococcal vaccination for anyone over the age of 65, and highly recommends that older adults get vaccinated for shingles as well. For a complete list of available vaccinations and when they should be administered, check out the Centers for Disease Control (CDC) website at: <http://www.cdc.gov/vaccines/vpd-vac/default.htm>

Furthermore, with flu season just around the corner, it is imperative that you get your annual flu (influenza) shot. The good news is that there are no anticipated vaccine shortages this year. Also, in developing its annual flu vaccine, the Food and Drug Administration (FDA) has included H1N1 virus protection in the 2013-2014 seasonal flu vaccine. Studies have shown that individuals who routinely receive their Influenza vaccination will increase their overall protection against this infection. General Leonard Wood Army Hospital has received the influenza vaccine and we have begun vaccinating our healthcare workers and Service Members. Service members will receive their influenza vaccinations during the unit scheduled dates. DoD civilians will have the opportunity to receive their vaccinations with their unit also. Influenza vaccine is available now for beneficiaries in the hospital immunization clinic.

Finally, there are many health benefits associated with immunizations. They can prevent a vast number of diseases and illnesses, and can even save your life. Service Members should be proactive about getting all their immunizations and making sure that their family members are up-to-date on all of their immunizations too. Eligible family members can receive their immunizations at GLWACH's Immunization Clinic located on the 1st Floor of the hospital. The Immunization Clinic can also be reached at: 573-596-1768.

For more information about immunizations, please review the CDC website or speak to your Primary Care Manager (PCM). You can also talk to an Army Public Health Nurse at the Community Health Resource Center at: 573-596-0518.

(Editor's note: Bruce P. Russell is the Administrative Officer in the Preventive Medicine Department of General Leonard Wood Army Community Hospital)

Fort Leonard Wood Dental Activity leads DENCOM in GFC

By Capt. Abby N. Boschert, Fort Leonard Wood Dental Activity

Imagine only having to visit the dental office once per year instead of returning multiple times for an exam, cleaning, restorations, etc., as in years past.

“Go First Class” is a bundled appointment developed by the U.S. Army Dental Command. Bundled appointments minimize the amount of time Soldiers spend away from their units taking care of different dental appointments.

Essentially, GFC is an exam, cleaning and when needed a simple restorative procedure, such as a filling, performed in a single visit.

DENCOM is transforming from a “healthcare system” to a “system for health,” in concert with the Army’s new Patient-Centered Medical Home “system for health” transformation.

DENCOM’s GFC focuses mainly on prevention and wellness.

“GFC is an initiative to better serve the Soldier,” said Col. David J. Kryszak, Fort Leonard Wood DENTAC commander. “Getting an exam at the time of the cleaning also mirrors the way care is delivered in the private sector.”

GFC implementation began on Fort Leonard Wood in June at its permanent party Harper Dental Clinic. In August, another permanent party clinic, the restorative dental section of the General Leonard Wood Army Community Hospital, implemented GFC as well.

Since then, the availability of walk-in exams has dramatically decreased, as GFC’s emphasis is on scheduled appointments.

The overall goal of GFC is to improve wellness.

Meeting this goal has resulted in a percentage increase of Soldiers in “dental classification one” or “first class.” The majority of Soldiers in this category have no dental treatment needs because most of their dental needs were met in a single GFC visit.

Soldiers who are in “dental classification one” are also much less likely to return to a non-deployable status, according to DENCOM.

The ultimate goal of the DENCOM GFC program is to achieve 65% dental wellness.

The Fort Leonard Wood Dental Activity is leading the pack across DENCOM, said Kryszak.

“Fort Leonard Wood’s permanent party Soldiers are 57% class one, which is twice the DENCOM average”, said Kryszak.

For more information on GFC, visit <http://www.armygfc.info/>, or call (866) 299-4234 to make a GFC appointment today.

(Editor’s note: Capt. Abby N. Boschert is a dental specialist at the Fort Leonard Wood Dental Activity)

Heat injury mitigation and prevention

By John D. Brooks, General Leonard Wood Army Community Hospital
Special to Guidon

It’s more common to have heat injuries during high heat, but we still see heat-related issues even in the 50 to 70 degree range, said Lt. Col. Ann Loveless, chief of preventive medicine at General Leonard Wood Army Community Hospital.

That’s why units here still practice effective preventive measures even into the late summer and fall, said Loveless.

“Caring for Soldiers is our primary concern,” said Loveless. “They are the reason we’re here and the focus of our devoted care.”

One new preventive method used here is known as “The Arm Immersion” technique.

Periodically, when Soldiers are working outside of climate-controlled buildings, cadre members will direct them to stick their bare arms into a tub of ice water, up to their arm pits, for 20-30 seconds, said Loveless.

This technique can lower the body's core temperature enough to effectively decrease risk, said Loveless.

Cadre calculate the amount of water and ice they need, based on the number of Soldiers, and follow work-rest cycles based on heat categories. When possible, they create shade using camouflage netting when natural shade is not available, said Loveless.

This experimental protocol, researched by the Education/Nursing Research Ethics Board at the University of Manitoba, Canada, showed that this technique resulted in a lower core temperature than their previous hand immersion testing, which is also a viable technique for heat stress, according to the study.

"We've seen a huge decrease in heat related injuries since 2011, likely due in large part to cadre vigilance and the use of multiple preventive methods," said Loveless.

Heat injury mitigation includes standard first aid for heat casualties, and having enough ice and ice sheets, based on a standard ratio of ice to number of Soldiers on site, for rapid cooling, said Loveless.

When appropriate, cadre should call early for an ambulance, said Loveless.

(Editor's note: John D. Brooks is a Marketing Specialist and Public Affairs Officer at the General Leonard Wood Army Community Hospital)

1st ever civilian-DoD e-ICU pilot keeps Post Hospital on cutting edge

By John Brooks, General Leonard Wood Army Community Hospital

Cutting-edge Electronic Intensive Care Unit capability marks the latest in a string of technology upgrades and accolades at General Leonard Wood Army Community Hospital in the last two years.

The \$1.25 million, five-year e-ICU contract was awarded to Baptist Hospital of Arkansas on Aug. 1, and is slated for operation Dec. 1.

The first ever civilian-military e-ICU pilot program will allow board-certified physician intensivists to evaluate and treat patients from their remote control centers in Little Rock. They'll have real-time and interactive access to patients and staff here. The system is designed for a partnering facility staff to collaborate and amplify the quality and level of care at Intensive Care Units within the system.

System hardware includes four mounted cameras in four Intensive Care Unit rooms, and two additional mobile carts for use in the Emergency Room and the Inpatient Medical Surgical Ward.

"I worked with the e-ICU system previously in Jeff City and it's awesome," said Shelly Wiley, assistant head nurse at the General Leonard Wood Army Community Hospital's ICU. "Length of stay was shortened, mortality rate decreased, and the number of ventilated-associated pneumonias decreased with the addition of our e-ICU."

The addition of e-ICU capability will allow the hospital to keep more than half of the patients it must currently transfer for various intensive care, said Wiley.

The system is projected to save the hospital \$1.7 million the first year, plus an additional \$2 million each following year, according to Wiley.

"Keeping these higher-needs patients in our e-ICU is going to help build and maintain the skills of both the docs and nurses here," said Wiley. "This service will improve our ability to provide better and broader care right here in Pulaski County while also developing the clinical staff. It's win-win from every angle.

"For the public to know we have critical care, board-certified physicians in the e-ICU, that's a huge draw—a huge change for them," said Wiley. "Family members won't have to travel with their loved ones and stay at a distant hospital. They can stay right here at home and get the best care available."

"I'd rather get care from my neighbor or someone at my church than someone who doesn't even know me, and is unfamiliar with the military perspective and our frame of mind.

"I know that this staff has more invested in me as a person," said Wiley. "I'm not just a disease or a number here. And we are part of the Patient-Centered Medical Home healthcare system too."

The Army's new PCMH team-based healthcare model effectively addresses continuity of care by establishing a healthcare team for each patient and improving communications abilities between patients and their individual healthcare team members.

"The e-ICU doesn't take the place of, but works in addition to, the already exceptional care we provide here. It doesn't replace the bedside. We're amplifying care," said Wiley. "Better collaboration, and more collaboration. If you want a second opinion right now, you've actually got to physically bring in a second physician. An e-ICU offers second and third opinions at the touch of a button. In fact, it always provides a second opinion. There is never a reason not to hit that button."

"We'll have board-certified intensivists at our fingertips, available 24/7. I don't have to wait for a doctor to come in. I don't have to go outside the room to get a doctor or page the physician. I can hit a button on the wall and my doc is available within seconds, instead of coming in from home or leaving another floor of the hospital to come here. If you do need a doc at the bedside, with the e-ICU you've got one right there, following along in real time giving orders. E-ICU represents the best patient centered medicine, and is the right thing to do for our patients," said Wiley.

In addition, the e-ICU comes with an e-ICU certified—and Critical Care Certified—nursing staff. These nurses are fully able to do rounds on our patients as well as real time monitoring of all lab, heart monitoring, blood pressure and oxygen saturations, just like our staff does, said Wiley.

"We're backing up our Family Practice doctors, who currently oversee care for our inpatients, with board-certified intensivists and fully-certified nurses, like those at Columbia and Saint Louis University Hospital," said Wiley. "That's the difference."

(Editor's note: John Brooks is the Marketing and Public Affairs Officer at the General Leonard Wood Army Community Hospital)

More cutting-edge capabilities at General Leonard Wood Army Community Hospital

- First-ever, civilian-contracted military e-ICU pilot program initiated here will provide board-certified physician intensivists 24/7/365.
- Best Mother/Baby Unit customer service in the Army, annual award (Awarded by the Army Surgeon General's Office, based on independent patient surveys)
- Best customer service in the Army at the Ozark Family-Centered Medical Home satellite clinic, two months in a row (based on independent patient Army Provider Level Satisfaction Surveys)
- Only Army facility in DoD to receive the annual coveted DoD Patient Safety Award for Pharmacy staff efforts to decrease harm and improve healthcare delivery
- Independent national Joint Commission re-accreditation—high marks and for "taking care of patients exceptionally well" and "going above and beyond the standards," according to one inspector.

Spotting Fad Diets

By 1LT Britain Seaburn, General Leonard Wood Army Community Hospital

This time of year many people are visiting the beach, the lake, or the local pool, and some feel the need to clean up their diet to help them lose a few pounds or just improve their overall health.

For this reason books, magazines, TV, and radio commercials are filled with advertisements for the next hot diet that can help you reach your health goals and get the body you want.

These advertisements promote fad diets, which typically report such easy weight loss that they sound almost too good to be true.

A fad diet is a weight loss program that promises weight loss by following a particular diet or taking a specific product.

These diets are often supported by alleged "experts" who build hype with bogus testimonials and inaccurate scientific claims to fool consumers.

Fad diets make many promises, but deliver few sustainable results and can sometimes even be dangerous.

Some people do lose weight in the first few weeks of a fad diet, but it is quickly regained.

The majority of this initial weight loss is water, muscle, and bone and not body fat.

This can actually increase a person's body fat percentage, which increases the risk for many comorbid diseases such as high blood pressure, diabetes, and heart disease.

Fad diets often promote drastic weight loss in short periods of time, but this is not sustainable.

Slow and steady weight loss of approximately ½ to 1 pound per week is much more effective and likely to be maintained in the long run.

Many fad diets downplay physical activity, but regular exercise is key to overall health and weight loss or maintenance.

Shoot for 30 to 60 minutes of exercise from a variety of activities on most days of the week.

Severe abundances and restrictions are also endorsed by a variety of fad diets.

Some diets will allow unlimited amounts of certain foods because they "melt away fat," while others may forbid entire food groups like carbohydrates, or "carbs".

Both of these may be dangerous as nearly anything in excess can be harmful, and as the body needs a variety of foods to get all the nutrients it requires.

Drinks, pills and other products with "miracle" weight loss formulas are another antic often used in fad diets.

These products often claim to speed up the metabolism, ultimately leading to weight loss, but research has shown that most of these metabolism-boosting products are ineffective for weight loss.

Another concern is the fact that there is no governing body over supplements like these, and some of the ingredients contained in these products may be harmful and even deadly for some people.

Lastly, several fad diets claim that eating certain foods or food combinations at specific times throughout the day can cause drastic weight loss or in some cases drastic weight gain.

However, there is no credible evidence to support these claims.

If you are interested in improving your health or body composition, a healthy eating plan that includes variety and balance in coordination with regular physical activity is the most effective and sustainable way to lose fat and improve health.

A healthy diet should be realistic, flexible, and tailored to each individual to incorporate their lifestyle and preferences.

If you are tempted to try a fad diet just remember that if it sounds too good to be true, it probably is.

(Editor's note: 1LT Britain Seaburn is the Chief of Nutrition Education at the Nutrition Care Division of General Leonard Wood Army Community Hospital)

More September stories:

(on Facebook, in the Guidon, on our website, and in our waiting rooms)

- **Wellness Check**
 - **Meet Kiki!**
 - **What's a "DCCS"??**
 - **Nutrition Story**
 - **Customer Service**
-

October stories:

(on Facebook, in the Guidon, on our website, and in our waiting rooms)

- **National Depression Awareness Month**
 - **Women's Health**
 - **Wellness Check**
 - **Nutrition Story**
-

Adult vaccines and the Influenza vaccine—when do you need them?

By Terri Mulvihill, General Leonard Wood Army Community Hospital

If you're an adult and it's been more than five years since you've had a vaccine, it's time to ask your Patient-Centered Medical Home healthcare team which vaccines you need.

There are several important vaccines that your PCMH healthcare team will suggest. Your healthcare team is actively engaged and committed to providing well-coordinated care that promotes and optimizes your health.

TDAP

Tetanus, Diphtheria and Pertussis is a vaccine that not only protects you, but also protects children around you, especially newborns.

You should have a TDAP as an adult. Once you get the shot, you are covered for 10 years.

Shingles

If you are over the age of 60, you should have a Shingles vaccine.

Shingles is a very painful disease caused by the chicken pox disease. It is recommended even if you're not sure if you've had chicken pox.

The Shingles vaccine is a one-time shot, so you won't have to worry about keeping track of when you received it.

Pneumococcal

Adults over the age of 65 should receive one dose of the Pneumococcal vaccine.

This vaccine will help prevent pneumonia, as well as some blood and brain infections.

Pneumococcal disease has been known to kill about 4,000 to 5,000 people each year in the United States.

Influenza

Finally, adults should receive the influenza vaccine every year.

The flu kills people of all ages every year. By receiving the flu shot, you also help stop the spread of flu to others.

People with ongoing health issues are at high risk for getting the flu. Protect yourself and others by getting a new flu shot every flu season.

Other important vaccines

There are other vaccines that are available for the adult population.

Human Papillomavirus (HPV), Hepatitis B, and Hepatitis A are just a few. Talk to your health care provider or stop by and talk to the staff at the General Leonard Wood Army Community Hospital Immunizations Clinic with your questions.

Your healthcare team is actively engaged and committed to providing well-coordinated care that promotes and optimizes your health.

Don't wait.

Contact your healthcare team today to discuss and schedule the wellness checks you need.

The Immunizations Clinic generally operates on a walk-in basis, but you can also contact your PCMH team for help or call the TRICARE appointment line at 866-299-4234.

Also, WWW.CDC.GOV is another great resource for information about immunizations.

(Editor's note: Terri Mulvihill is an immunizations specialist at the General Leonard Wood Army Community Hospital)

What's a HEDIS “Wellness Check” –and which checks do you need? *PMCS your body: Stay fit to fight with “Wellness Checks”*

By John Brooks, General Leonard Wood Army Community Hospital

A “wellness check” is like a Preventative Maintenance Check and Service of your body.

Taking the time to schedule and perform preventive maintenance may seem inconvenient, but if you've ever found yourself in the middle of a fire fight, you know that's no time to do a PMCS on your weapon.

Same principle applies to wellness checks—and hospital staff is actively engaged to help you identify and schedule the checks you need.

Without these checks, you're setting yourself up in a reactive-type healthcare mode.

Prevention is the key. And prevention can be easier to maintain than you think.

There are several preventative medical checkups, or “wellness checks,” that your healthcare team is always focused on scheduling for you.

Do you know which wellness checks you need?

Well, your Patient-Centered Medical Home healthcare team knows.

That's where the rubber meets the road with the PCMH team-based healthcare model. Your PCMH healthcare team is always actively engaged and committed to providing well-coordinated care that promotes and optimizes your health.

Your PCMH healthcare team is looking out for you. Your team can schedule and perform all of the wellness checks you need and even take care of the paperwork. All you have to do is show up!

Your PCMH healthcare team knows which wellness checks you need because they are familiar with your health situation—and they know you.

They also base their recommendations on something called the Healthcare Effectiveness Data and Information Set.

HEDIS is a tool used by more than 90 percent of America's healthcare plans to measure performance on important dimensions of care and service, according to the National Committee for Quality Assurance.

“HEDIS is a tool used to reduce the need for future reactive care,” said Cindy Huff, General Leonard Wood Army Community Hospital HEDIS nurse. “Instead of just treating you when you're sick, your PCMH healthcare team wants to help keep you well,” said Huff.

“Altogether, HEDIS consists of 80 measures across 8 domains of care. But five wellness screenings focus specifically on preventative care,” Huff said.

These five commonly recommended HEDIS Wellness Checks are x-rays and mammograms, blood tests for diabetics, PAP smears (cervical cancer screening), colon cancer screening (colonoscopy, sigmoidoscopy or fecal occult blood samples), and asthma.

And there are many other benefits from completing HEDIS wellness checks, besides just enjoying better health, that you may not be aware of.

Patients, along with their doctors, can benefit from more accurate diagnoses due to a decreased number of factors involved in the diagnosis process.

Additional complications and increased costs can be avoided when fewer combinations of medications are prescribed.

Hospitals can benefit from additional funding, based on the number of patients who complete HEDIS Wellness Checks.

"HEDIS-based funding is above and beyond our normal budget and is used to buy new equipment and increase staff, which in turn helps us take better care of you," said Huff.

HEDIS "Wellness Checks" exist to keep us firmly on the preventive care end of the healthcare spectrum, said Huff.

"Preventing health problems and effectively managing existing ones are two extremely important things to your PCMH healthcare team," Huff said. "We care about you and want you to be as healthy as you can be."

So, talk to your PCMH healthcare team to schedule the wellness checks you need today.

Let your PCMH team PMCS your body so you're fit for the fight. All you've got to do is show up!

Call or go online to www.TRICARE.mil to book an appointment today, or call the TRICARE appointment line at 866-299-4234.

For more information about HEDIS wellness checks, call or send a secure message to your healthcare team at www.TRICARE.mil, or call 573-596-0559.

(Editor's note: John Brooks is the Marketing and Public Affairs Officer at the General Leonard Wood Army Community Hospital)

We can help you quit smoking!

By Leslie Teague, General Leonard Wood Army Community Hospital

Every New Year we vow to change something in our lives for the better.

We plan to eat healthier, start exercising, and, according to the American Lung Association, 70 percent of tobacco users resolve to quit smoking.

If you've had the good intention to quit smoking this year, it's not too late.

Through education and support, General Leonard Wood Army Community Hospital staff are actively engaged with patients, and committed to providing well-coordinated care that promotes and optimizes health.

We're here to help you through the Community Health Resource Center's three-session smoking cessation courses.

CHRC's three-session Smoking Cessation Courses

Each group course consists of 3 classes, all held on Tuesdays during lunch to make it convenient to attend.

The first class of each course is held from 11 a.m. to 12:30 p.m. The final two classes are only an hour long, held from 11 to 12.

Course information is provided by a registered nurse, a clinical pharmacist and a behavioral health consultant.

CHRC's courses emphasis relapse prevention to keep students tobacco-free for life, so fitness levels remain high and injuries remain low.

Studies show that the best success rates are those that combine medication with counseling. Medications are available immediately through this program at the Primary Care Pharmacy and include Zyban and/or Nicotine Replacement patches, gum and lozenges.

Smoking Cessation classes are open to active duty, retirees, dependents, reservists, and anyone eligible for care here.

Operation Live Well

TRICARE's Operation Live Well, is a program that encourages us to make healthy choices.

On their website, you may find educational materials, smoking quit lines, counseling services, and smoking cessation medications offered through the National Mail Order Pharmacy. NMOP, or Express Scripts, offers free tobacco cessation medications.

All forms of Nicotine Replacement Therapy products (patches, gum, lozenges, inhalers, or nasal sprays), Zyban and Chantix are available free through the mail order pharmacy.

To qualify, get a prescription from your doctor and register with the Mail Order Pharmacy at <https://www.express-scripts.com>.

You can receive up to two, 12-week courses of medications per year through the Operation Live Well tobacco cessation program.

Visit <http://tricare.mil/LiveWell/Tobacco.aspx> for more information on TRICARE's Operation Live Well.

Prevent injuries and illness

Taking steps to maintain a healthy lifestyle can help prevent injuries or illnesses.

According to the American Lung Association's web site, many studies detail the detrimental effects of tobacco use on the military. Some findings include:

- Smoking is one of the best predictors of military training failure.
- Smokers are more likely to perform poorly on military fitness evaluations.
- Smokers are more likely to sustain injuries, particularly musculoskeletal injuries.
- Smokers report significantly more stress from military duty than non-smokers, especially those who reported that they use smoking to control stress.

If you are willing to complete the mission you began on New Year's Day, or if you just want to start a healthy lifestyle and do your part to contribute to military readiness, we're here to help.

Don't wait another day.

Call CHRC at (573) 596-0491 for information or to enroll in a CHRC Smoking Cessation three-session course today.

(Editor's note: Leslie Teague is a Clinical Pharmacist at the General Leonard Wood Army Community Hospital)

Can your child attend a medical appointment without you?

Family members, 18 years or older, are able to attend medical appointments without a parent, according to Missouri statute 431.061.

General Leonard Wood Army Community Hospital follows this Missouri statute.

But there are some cases of exception in which a minor (under 18 years of age) may attend an appointment without the parent.

These include:

- Pregnancy (excluding abortions)
- Venereal disease
- Drug or substance abuse

For more information regarding this Missouri statute, visit <http://www.moga.mo.gov/statutes/C400-499/4310000061.HTM>.

Additionally, if the parent is unable to attend the appointment, we request that a legal guardian be in attendance. The guardian must bring a power of attorney, indicating that they are able to take care of the assigned patient's medical needs, to the appointment.

For questions or concerns, please contact your Patient-Centered Medical Home healthcare team.

Patient-Centered Medical Home: "PCMH" Quality, Service and Access

Army Community Based Medical Homes are team-based and increase access to primary care, expand the definition of healthcare quality, and reinvest our commitment to customer service.

The Patient-Centered Medical Home healthcare model effectively addresses one of the biggest issues in the old military healthcare system: Continuity of Care. In addition, same-day appointments are made possible and facilitated through TRICARE On-Line.

With the PCMH team-based and patient-centered healthcare model, secure messaging allows you, the patient, and your own healthcare team, to communicate like never before.

PCMH QUALITY

Most healthcare systems don't engage their patients until the patient reaches out for care.

In the Community Based Medical Home, the healthcare team develops a comprehensive care plan as soon as the patient enrolls and then proactively engages the patient as a partner in care.

Each day begins with a "Huddle", where the day's care plans are reviewed and discussed prior to meeting with you.

Contributions to the huddle come from a multidisciplinary team including the patient's primary care manager, team nurses, nurse case managers, behavioral health professionals, clinical pharmacists and others.

When a patient receives care outside of the Community Based Medical Home, in the emergency room, hospital, or sub-specialist's office, the patient's care team ensures that care is coordinated and integrated into the comprehensive care plan.

This focus on comprehensive, proactive care, team communication, and coordination of care advances our commitment to patient safety and healthcare quality.

PCMH SERVICE

The Community Based Medical Home is committed to a higher level of customer service.

That higher level of customer service starts with same day service, giving you access to care when you need it.

From the way you are greeted when you enter or contact the clinic, to patient education, to your interaction with the healthcare team, we strive to build your trust in Army Medicine and make it easy for you to say that Army Healthcare is the best available.

In the Community Based Medical Home, you are an active partner in coordination, communication, and decision-making—you are the center of your own personal healthcare team. Every time you visit, you'll see familiar faces.

PCMH ACCESS

In a traditional healthcare setting, the only way to gain access to care is through a face-to-face visit between patient and healthcare provider.

We continue to believe that this encounter is the heart of the Community Based Medical Home experience.

The face-to-face encounter builds trust, improves communication, and lays the groundwork for providing continuous care by your personal healthcare team.

The Community Based Medical Home starts with the face-to-face encounter and expands from there.

Both patients and the healthcare team can take advantage of telephone and web-based communication to follow-up on health issues and concerns, share and update information, and coordinate care delivery.

In addition, we offer the opportunity for group visits, a coordinated interaction between the healthcare team and patients sharing the same condition.

Furthermore, you will have the option to interact with members of the extended care team such as pharmacists, behavioral health professionals, nurses, and others.

These expanded access options give patients more flexibility to manage their healthcare while ensuring access to the care they need.

Talk to the Hospital Commander!

Your monthly chance to affect positive change

The Healthcare Consortium meeting will be held every second Tuesday of the month at 2:30 p.m., in room 155-21, which is the Commander's Conference Room, located in the south west corner on the hospital's main floor.

The Healthcare Consortium serves as a consumer advocate board in which the unit and community representatives have direct feedback to the hospital Commander and her staff concerning the type and quality of care provided at the General Leonard Wood Army Community Hospital. It is a forum for beneficiaries to provide input to healthcare delivery policy and to promote communication between the medical treatment facility and its beneficiaries. This is a forum for outside input into process improvements for the organization.

General Leonard Wood Army Community Hospital intends to foster an environment of engaged and committed healthcare providers who are actively engaged with our patients, and are committed to providing well-coordinated care that promotes and optimizes health.

If you can provide input to healthcare delivery policy or process improvements, please consider attending this meeting.

This is not a session for individual patient complaints. For those we have our patient representative who will take care of individual issues. Please contact a Patient Representative at (573) 596-0045 or (573) 596-0681 or stop by the Customer Service Office in room 123 located next to the main bank of elevators.

Everyone is invited to attend the Healthcare Consortium meeting. Hope to see you there!

“Eat, Sleep Move” campaign success includes fun with family and friends

By John D. Brooks, General Leonard Wood Army Community Hospital

Imagine your children enjoying the flavor of healthy foods – without complaining – during a sunny afternoon picnic with family and friends.

Would a good night's sleep help you wake up more refreshed, better able to tackle a new day's challenges?

Warmer temperatures, the smell of spring, and colorful scenic vistas are returning to the Ozarks, offering fun and interesting outdoor exercise opportunities.

But fulfilling our responsibilities to family and friends after a hard day's work can make it tough to eat right, get enough sleep, and exercise properly.

Army Surgeon Gen., Lt. Gen. Patricia D. Horoho, has a new “Eat, Sleep and Move” campaign designed to simplify achieving a healthy lifestyle. We care about you and want to help you enjoy a healthy lifestyle.

And since we're all in this together, taking consideration of family members and friends can complement, as opposed to complicate, working this program into our busy lives.

A healthy lifestyle can actually be easier to achieve if we get our families and friends onboard.

The key is to start small – do something. Every little bit is a healthy improvement.

Mealtime can be a frustrating and challenging experience for parents who worry about whether their children are getting the right nutrition, according to Capt. Allison Sweet, chief of Nutrition Education at the General Leonard Wood Army Community Hospital.

But parents of picky eaters don't have to let mealtime become a frustrating challenge to proper eating, said Sweet.

Sweet's article, "Feeding your picky eater," which can be found on the Official Homepage of the U.S. Army at <http://www.army.mil/article/92265/>, suggests many ways to reduce stress at the dinner table while encouraging a balanced diet.

Using food as part of a punishment or reward system can teach a child to have an unhealthy relationship with food, said Sweet.

But offering sweets as a reward sends the message that sweets are the best food, which can increase the desire for them and make it difficult to accept healthier options, said Sweet.

Sweet suggests many more helpful ideas such as being a good role model, creating a positive and fun meal environment, and minimizing distractions during mealtime in her article.

Not only do our bodies need proper nutrition, they also need sufficient, quality sleep.

According to the National Institute of Mental Health, getting enough sleep is necessary for good mental and physical health. In fact, sleep appears to be required just to survive.

Rats deprived of sleep die within two or three weeks, a time frame similar to death by starvation, according to the institute.

"The body can run for a while, but not long," said Capt. Michelle Whitlock, a clinical psychologist who specializes in sleeping disorders at the hospital.

People who don't get enough sleep suffer from a decreased level of concentration and have difficulty stabilizing their mood, said Whitlock.

If people in the same household go to bed at different times, this can also cause sleeping problems. Irritability and family squabbles can often be attributed to a lack of sufficient, or quality sleep, said Whitlock.

With increased sleep deprivation, more severe symptoms begin to occur, said Whitlock.

"You're going to hallucinate," said Whitlock. "It can happen in as short as one day."

Many of the body's major organ and regulatory systems produce needed hormones and continue to work actively, and some dramatically increase in activity, as we sleep, according to the institute.

Sleep is important, and you can begin to affect a positive change in your family's sleeping habits through family exercise.

It can be difficult to get someone else to exercise. But if you're diligent, you can facilitate a healthy change in lifestyle over time.

A long weekend of driving and hiking to one of Missouri's breathtaking scenic locations may have everyone ready for a good night's sleep after a day of exercise and a long ride home.

If regular exercise isn't part of your family's routine, you can start to implement it easier than you may think.

Maybe you and your family would enjoy taking the dog for a walk in the park this weekend. Have you ever met a child who didn't like going to the park? The dog will like it too.

You can even bring a picnic lunch to extend the afternoon exercise fun.

What do your friends or family members like to do that will get their bodies moving?

Whatever it is, you can do it with them.

Capt. Jason Weir, chief of the Information Management Division at the hospital, said he and his family enjoy the exercise and camaraderie involved in learning Tai Kwon Do together. They take lessons as a family, as do other coworkers at the hospital, said Weir.

Including the whole family also helps reduce the hindrance of having to accommodate those who aren't participating in the program, further increasing chances of success.

Thoughtfully considering and including friends and family as you begin an eat, sleep and move healthy lifestyle change can make all of the difference.

Live well and get healthy together.

Start small – do something. Every little bit is a healthy improvement.

Include your family and friends and eat, sleep and move your way to a healthier lifestyle – together.

The Post TRICARE Service Center is located in the hospital

General Leonard Wood Army Community Hospital is proud to host a new TRICARE SERVICE CENTER (TSC) In Room 163-1. Directions: Enter the front door, turn right at the information desk, and turn right again at first hallway.

This new main* TSC, located in the hospital, offers:

- TRICARE PRIME Enrollment to a GLWACH PCM!
- TRICARE Benefits Interpretation
- TRICARE Network Referral Support
- TRICARE Claims Support & Resolution
- TRICARE References and General Support

*PLEASE NOTE: The TSC in BLDG 470 remains, however it will serve primarily as an in and out processing site.

We like “Green APLSS”

By John D. Brooks, General Leonard Wood Army Community Hospital

Did you know that "Excellent" and "Very Good" APLSS marks provide this hospital with significant additional funding? This additional funding allows us to provide you with the high-quality, award-winning healthcare you enjoy here.

Negative responses on APLSS surveys actually take money out of our local hospital budget, adversely affecting our ability to provide you with increasingly greater healthcare here.

If you have a suggestion, comment or complaint, we want to act upon it quickly for you. Please feel free to contact clinic or hospital leadership.

We're serious about caring for you and will work hard to resolve any problems that you encounter.

You can also talk to a Patient Representative in room 123, located next to the main bank of elevators. It's their unique job to provide you instant, on-the-spot problem resolution.

If you're looking for a more anonymous way to communicate to installation and hospital leadership, please fill out an Interactive Customer Evaluation Comment card. You can even use the "ICE Machine" located near the Information Desk to complete one online.

Installation and Hospital commanders receive ICE reports daily and act upon them swiftly.

Local problem resolution is always much faster. APLSS surveys must travel all the way to the Office of the Surgeon General, and then be processed by computer, before we even find out that you've had a problem here.

So, **next time you receive an APLSS survey in the mail, if we've earned positive marks, please fill it out and send it in.**

Yes, we like green apples for their nutritional value—but we also like green APLSS (positive responses on APLSS surveys) for the increasingly greater healthcare they help facilitate here.

Accessing TRICARE Online (TOL) with a Basic Department of Defense Self-Service (DS) Logon account limits access to important TOL information and services.

Currently, the Basic DS Logon account is limited to booking appointments and/or ordering prescription refills on an individual basis.

It does not allow family member booking and Blue Button access. Because of these limitations and confusion associated with multiple DS Logon options, the Basic DS Logon account will be retired.

TOL users will no longer be able to access TOL with a Basic DS Logon account starting in July 2013.

Please register for a Premium DS Logon account today!

TOL users who login with a Premium DS Logon, Common Access Card (CAC), and Defense Finance Authentication Services (DFAS) myPay userid and password will have access to all available TOL information and services.

TOL users can also login through the eBenefits Portal without having to re-entering your logon information.

To upgrade to a Premium DS Logon account click "Upgrade My DS Logon Account" on the DoD My Access Center website at the link below:

<https://myaccess.dmdc.osd.mil/identitymanagement/help.do> <<https://web-ogdn.mail.mil/owa/UrlBlockedError.aspx>>

For additional information on TOL visit www.health.mil/dhss and click "TOL".

For help, contact the Military Health System Service Desk via email at mhssc@tma.osd.mil or by phone at (800) 600-9332.

You can walk-in to make an appointment at the hospital, or just call the New TRICARE Service Center

If you're wondering whether you can WALK IN to make an appoint at the hospital, as opposed to calling TRICARE at (866) 299-4234, the answer is YES you CAN! Just walk right into the Internal Medicine Clinic, Family Practice Clinic, or the Pediatrics Clinic to book an appointment there with our staff face-to-face.

Co-pay Prescription Costs: STILL NO CO-PAY!

Prescription costs are based on the type of prescription and where it's filled.

Military Pharmacy

- \$0 copayment for up to a 90-day supply of most medications.
- Not all medications are available at military pharmacies. Call first to check availability.
- Non-formulary medications are not usually filled at military pharmacies.

Home Delivery: You may receive up to a 90-day supply for most prescriptions at the following costs:

- \$0 for generic formulary medications
- \$13 for brand-name formulary medications
- \$43 for non-formulary medications, unless you establish medical necessity

Network Pharmacy: You may receive up to a 30-day supply of most medications at the following costs:

- \$5 for generic formulary medications
- \$17 for brand-name formulary medications
- \$44 for non-formulary medications, unless you establish medical necessity

If you want to have a 90-day prescription filled, you will pay the copayment for each 30-day supply

TRICARE On-Line:

- New **TRICARE On-Line** info is posted on our Facebook page—please take a look!
- **Smartphone Apps** are available to access TRICARE Online
- Use your MyPay login to access **TRICARE On-Line** for best results
- There is a Tri-West story about TRICARE Prime fees changing on our Facebook page.
- www.TRICARE.mil or (866) 299-4234.

TRICARE Online provides secure access to online features for DoD beneficiaries receiving care through a Military Treatment Facility (MTF).



Appointment Center

Visit the Appointment Center to schedule, view, cancel, and receive up to three email and three text message reminders for both Primary Care and select self-referral specialty appointments on behalf of yourself, other adult family members (who have granted access), or minor children (under 18 years of age).



Secure Messaging

Secure Messaging is a system for you to communicate securely with your health care team. Please go to your respective service link to learn more about the Secure Messaging registration process. As we are rolling out Secure Messaging, all providers and their health care support teams may not be available. Please contact your Military Treatment Facility to see if your provider is online. Once registered, use the Secure Messaging link inside TOL to access your associated Patient Centered Medical Home (PCMH) website. Use your id and password to log in and begin communicating with your health care team.



Prescription Refill

Go to Prescription Refill (Rx) section to refill up to ten prescriptions for pick up at your local MTF pharmacy or check the status of your prescriptions. You can also access the TRICARE Mail Order Pharmacy [TMOP] website.



Health Risk Assessment

Use the Health Risk Assessment (HRA) feature to participate in automated, self-reported health information surveys. These assessments are the core of the MHS self-reporting strategy and help identify preventative health care needs and high-risk health behavior.



Blue Button

Use the Blue Button feature to securely view, download (pdf or text format), or print your personal health data including: your lab results, allergy profile, medication profile, problem lists, and encounter data.

To access these features, please log into TOL using your CAC, DS Logon or DFAS MyPay account. To learn more about DS Logon or obtain a DS Logon account, please visit the DEERS DoD Self-Service Access Center. To access general DoD beneficiary information, please visit www.tricare.mil.

Optometry Clinic

All beneficiary categories (Active Duty, Family Members, Retirees, and their Family Members) can be seen for appointments in Optometry at the hospital. Book online or call (573) 596-0048 or the TRICARE appointment line.

Pregnant?

Do you, or does someone you know, fall into any of these categories?

- Daughter of a Retiree
- Daughter of an Active Duty Service Member
- Daughter of a Former Active Duty Service Member
- Pregnant and Former Active Duty Service Member
- or if you've lost coverage before your due date

If you answered yes to any of these questions, there is a chance your medical care is NOT covered. However, you may qualify for "Secretary of Army Designee Status" (a benefits extension program). We are actively engaged to ensure you receive the best healthcare and the best possible outcome. We really care about you!

Stop by the Patient Administration Division office in room 163-03, located near the hospital Information Desk, and let us help you ensure you're qualified for care here, or call 573-596-0490

The Veterinarian Clinic

on post is a General Leonard Wood Army Community Hospital entity, and we have begun putting photos and information on Facebook thanks to our super-cool pet adoption volunteer, Diane Haedte, for the purpose of getting word out about lost, found and adoptable pets available here on Fort Leonard Wood.

Independent national healthcare survey re-accredits award-winning hospital

By John D. Brooks, General Leonard Wood Army Community Hospital

The Joint Commission conducted a triennial accreditation survey of the General Leonard Wood Army Community Hospital April 16-19, which resulted in reaccreditation for the award-winning facility.

Organizations throughout the country maintain accreditation (quality of care) through the Joint Commission Accreditation process by periodically undergoing one of the most significant inspections possible.

All Military Treatment Facilities understand that the importance of the accreditation process is to assure their patients that they are operating as well as, or better than, civilian facilities, said Michael Payne, hospital Joint Commission coordinator.

"Being re-accredited by the Joint Commission is just one of the many things the hospital has recently achieved, said Col. Marie Dominguez, commander of the General Leonard Wood Army Community Hospital. "We have a phenomenal staff that do great things for our patients every day."

The short list of other hospital accolades bestowed through independent means in recent months includes:

- Best Mother/Baby Unit customer service in the Army, annual award (Awarded by the Army Surgeon General's Office, based on independent patient surveys)
- Best customer service in the Army at the Ozark Family-Centered Medical Home satellite clinic, two months in a row (based on independent patient Army Provider Level Satisfaction Surveys)
- Only Army facility in DoD to receive the annual coveted DoD Patient Safety Award for Pharmacy staff efforts to decrease harm and improve healthcare delivery
- And now the independent national Joint Commission re-accreditation adds another recent prestigious honor to the hospital.

"Joint Commission Accreditation provides an objective assessment of clinical excellence and exemplifies the culture of excellence we have across the organization," said Dominguez.

What is a Joint Commission Survey Inspection?

Accreditation from the independent, not-for-profit organization is recognized nationwide as a symbol of quality that reflects an organization's commitment to clinical excellence. Joint Commission survey teams evaluate over 20,000 healthcare facilities and programs for compliance with nationally established Patient Safety and Quality of Care standards, according to their website.

"This survey provides patients and staff with a concrete measurement of the quality of care our organization provides," said Dominguez.

General Leonard Wood Army Community Hospital's inspection results

A five-member survey team evaluated the hospital's organizational quality of care standards, as well as safety of the environment in which care is provided here.

The team spent four days scouring every clinic and facility associated with healthcare delivery throughout the entire hospital campus, comparing hospital actions with Joint Commission standards.

"What stood out for me was how well they take care of patients here," said Rex Smith, Joint Commission Surveyor since 2005. "That's their job, to take care of their patients. But when you take care of your patients exceptionally well...when you go above and beyond the standards like I think they do here...you are doing very well."

"(The organization) is absolutely organized well, and in nice facilities, and they're taking care of the troops well," said Jerry I. Dykman, a veteran Joint Commission Surveyor for two decades.

"I think that's a very good way to put it," said Smith. "They take very good care of their troops here."

Dominguez credits her caring and professional staff, strong leadership team, and the Patient-Centered Medical Home healthcare model for the enormous strides in customer satisfaction here in recent years.

"The surveyors commented several times about just how friendly and engaged our staff is, as well as how neat and organized we maintain our facilities," said Dominguez.

"We're pleased with the survey results. It reaffirms that we are doing many, many things well," said Dominguez. "The Joint Commission Survey process is the way we ensure the care we provide to America's sons and daughters is safe, high quality care—and that's important."

Hospital Wins Prestigious DoD Patient Safety Award!

By Stephanie Gilbert, General Leonard Wood Army Community Hospital

The General Leonard Wood Army Community Hospital was the only Army facility in the Department of Defense to win the annual DoD Patient Safety Award.

The coveted award recognized hospital staff efforts designed to decrease harm and improve care delivered within the Military Health System.

Col. Marie Dominguez, the hospital commander, accepted the award for Capt. Gregory Hare, the project team leader who produced the winning paper.

The team's winning project was entitled, "Emergency Department Dispensing After Hours and Standardized Pediatric Weight-Based Order Sets."

The team, which consisted of Hare, the project lead and officer in charge of the Inpatient Pharmacy, Veronica Robinson, lead information technology specialist; George Detchemendy, clinical systems trainer; Dr. Gregory Claiborn, medical director of the emergency department; Randall Moore, supervisory nurse; and Brenda Helton, patient safety manager, who spent three-to-four months gathering information for the project.

By standardizing pediatric weight-based order sets and a definitive improvement in dosing, better accuracy involving pediatric patients has been the result.

The project submission was aimed to provide and increase patient safety as well as maintain Joint Commission and medication management best practices. The Joint Commission is a national accrediting body that inspects all Army and civilian hospitals to ensure continuous improvement of health care for all patients.

"The competition is one thing. It gets us recognized as the leader in Army patient safety and medication management. That's great—and potential enrollees need to know what outstanding and caring staff we have here at General Leonard Wood Army

Community Hospital,” said Hare. “But the team’s goal—and our entire hospital staff’s continual, every-day effort—is totally focused on our patients.”

This certification is recognized nationwide as a symbol of quality that reflects an organization’s commitment to meet the strict performance standards required by Joint Commission.

“Hospital staff can bear the brunt of patient frustration when the system comes up short through fluctuating healthcare budgets. Our staff is usually the middleman between patients and the changing healthcare system,” said Hare. “So this award gives our staff a nice—and needed—pat-on-the-back, and recognition for providing the very best healthcare on the Army.”

The other non-Army DoD installations awarded this year were the Naval Hospital Pensacola, and the Naval Hospital Guam.

(Editor’s note: By Stephanie Gilbert, the assistant chief of the Pharmacy Division at General Leonard Wood Army Community Hospital)

For the most current news and information from the General Leonard Wood Army Community Hospital, visit www.Facebook.com/GLWACH or GLWACH.AMEDD.army.mil.